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ABSTRACT

This book covers the role, purpose, and philosophy related to each of the major functional areas of library public service. This sixth edition, on the presumption that most people know the basic facts about computer hardware, does not include the chapter (in the previous edition) on computer basics, and instead integrated specific technological information throughout the book in context. Also eliminated is a chapter on the different types of libraries; and instead, this edition incorporated information about differences among the types within the chapters at relevant points. Suggested reading lists are brought up to date and their scope is expanded in this edition. After an introduction to public library services in the first chapter, the remaining chapters focus on: reference services; reference sources; library instruction; interlibrary loan and document delivery; circulation services; reserve services; special collections; serial services; media services; government information; and security issues. Each chapter includes a summary, review questions, notes and suggested readings. Appendices include the ALA Code of Ethics, National Interlibrary Loan Code for the United States (1993), and Freedom to View Statement. (Contains an index.) (AEF)

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